

2020

**IAHSS**

Annual Conference  
& Exhibition

May 4 – 6 | Phoenix, AZ



Join in the largest exclusive  
gathering of healthcare security  
and safety leaders

52nd Annual  
Conference & Exhibition Program



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## KEYNOTE SESSIONS



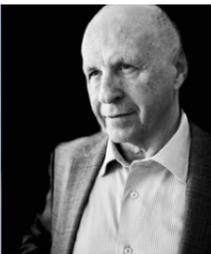
### **Craig Valentine, MBA** "Presenting and Communicating with Impact and Persuading with Ease"

Monday, May 4, 4:00 pm – 5:00 pm

Join Craig Valentine (World Champion of Public Speaking) and get the top tools to keep your audiences on the edge of their seats and influence them to take action. Whether communicating with an audience of 1 or 1000, you will pick up tools to motivate, inspire, and confidently deliver your message in a memorable way. This is one interactive speech you can't afford to miss. Build your confidence and your competence and have lots of fun in the process!

Craig Valentine, MBA, an award-winning speaker and trainer, has traveled the world helping leaders present with impact. In 1999, Craig won the World Championship of Public Speaking for Toastmasters International.

Craig is the co-author of the Amazon.com #1 Bestseller, *World Class Speaking in Action*. He is also the former 3-time Salesperson of the Year for Glencoe/McGraw-Hill's Mid-Atlantic Division after reaching up to 233% of his goal. Craig is the former Executive Director of an Employment Academy for homeless men in Baltimore City, which had a 100% job placement rate under his tenure.



### **William J. Lewinski, Ph.D.** "Realistic De-escalation"

Tuesday, May 5, 8:00 am – 9:00 am

Dr. Lewinski will present strategies and techniques to improve one's ability to work with persons in distress by establishing control, enhancing skills to establish contact, build rapport, and gain influence to achieve a successful outcome. In addition, this session addresses the rhetoric prevalent in today's emotionally charged atmosphere and unbiasedly focuses on the proven scientific realities surrounding human behavior as they apply to efforts to de-escalate situations.

Dr. Lewinski is a leading behavioral scientist whose work has focused on the intensive study of human dynamics involved in high stress, life-threatening encounters. He has a Ph.D. in Police Psychology and is a professor emeritus of Law Enforcement at Minnesota State University, Mankato, where he taught for more than 28 years, was an L.E. Program Director and also chair of the Department of Government. Dr. Lewinski's research has impacted law enforcement officers and agencies worldwide and has revolutionized the way force investigations and training are conducted.

## FEATURED SESSIONS



### **Gordon Graham, J.D.** "The Ten Families of Risk"

Monday, May 4, 1:30 pm – 2:30 pm

Everything we do in life involves a level of risk – and the same is true with what you do professionally. Since we do thousands of different things at work – how can you possibly start to "Recognize" the real risks you face. In this session, Gordon puts all of the "risks" you face into ten families. This makes the "Recognition", "Prioritization" (what is important now) and "Mobilization" (doing something to change outcomes) approach to addressing risks proactively so we can reduce exposure from that given risk.

Gordon Graham is a retired 33-year veteran of California Law Enforcement. During his tenure as a police professional, he was awarded his Teaching Credential from California State University, Long Beach. He received his Master's Degree from the University of Southern California and his Juris Doctorate from Western State University.

Mr. Graham applied his background as a street cop, supervisor and manager and coupled it with his formal education as a risk manager and his experience as an attorney, and he is now the Co-Founder of Lexipol.





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## FEATURED SESSIONS (continued)



### **Dr. Jennifer L. Hesterman** "Leadership, Security and Soft Target Issues"

Tuesday, May 5, 11:20 am – 12:20 pm

Soft target attacks steadily climbed in number and scale of violence in the last few years, including at health care facilities. Perpetrated by a variety of actors with varying tactics and goals, each attack hits the "reset button." Leaders must understand the challenge and how to effectively engage - before, during and after a crisis. This fast-paced session will provide an update on the threat and perspective on leading in this demanding and volatile environment.

Dr. Jennifer Hesterman is a retired Air Force colonel and counterterrorism expert. She is Vice President for Watermark Risk Management International and is on the Board of Directors for the International Foundation for Protection Officers and advises the Homeland Security Training Institute at the College of DuPage in Chicago. She also designs and instructs graduate level courses for the Defense Counterintelligence and Security Agency. She holds a doctoral degree from Benedictine University, and master's degrees from Johns Hopkins and Air University. She authored *Soft Target Hardening: Protecting People from Attack* (ASIS Book of the Year, 2015) and second edition (ASIS Book of the Year, 2019), *Soft Target Crisis Management* (2016) and *The Terrorist-Criminal Nexus* (2013).



### **Julie Clegg** "Social Media Security and Privacy"

Wednesday, May 6, 8:30 am – 9:30 am

Our routine use of social media, email and apps means that we are constantly dispersing fragmented pieces of personal information across the internet and exposing ourselves to a variety of risks. Many of these programs explicitly state their intentions to share our information with others, while others do little to protect our information from theft or inappropriate use. This presentation will highlight the basic structure and function of popular social platforms and apps, highlight best practice from first contact onward, demonstrate how easy it can be to locate personal information across platforms despite available safety measures being correctly implemented, and how users can protect themselves, their family, their organization and their data from future vulnerability and exposure, as well as using these same tools for investigation.

Julie Clegg is a founder and CEO of Human-i Intelligence Services in Vancouver, HRDN (pronounced harden) Labs Inc. in New York, the best-selling author of *How to Become a World Class Investigator* and cast member of BAFTA-nominated UK TV show, *Hunted and Celebrity Hunted*. Julie has been an investigator and educator for over 20 years and now specializes in facilitating technical exposure management for high-risk and high net worth clients globally.



**Todd Miller, CPP**  
“Mitigating the Impact of Civil Unrest  
on Hospital Operations”

Wednesday, May 6, 1:00 pm – 2:00 pm

This session examines the anatomy, participants, and evolution of civil unrest events, activist tactics used to infiltrate a hospital, the use of social media in influencing public opinion and inciting violence, and how to successfully utilize security practices, social media, public safety partnerships, intelligence gathering, and negotiations to mitigate the severity of an event. The session also conducts a case study of an actual event experienced by the presenter’s organization including lessons learned.

Todd Miller, CPP is the Regional Director of Security for the SSM Health - St. Louis Region, consisting of twelve hospitals across mid-Missouri, the greater St. Louis area, and Southern Illinois. Prior to his current role, he spent time in law enforcement as a Patrol Officer and Detective for the City of St. Louis Metropolitan Police Department, and five years as a Special Federal Officer with the St. Louis Division Squad 5 of the FBI Safe Streets Gang Task Force. Todd transitioned from law enforcement in 2015 to the role of Team Leader of Security for St. Mary’s Hospital in St. Louis, Missouri from 2015 - 2017 before moving into his current position.



**Jim Sawyer, CHS-Diplomate, CPP, CHPA**  
“Human Trafficking and Hospitals”

Wednesday, May 6, 2:00 pm – 3:00 pm

Human trafficking is a problem rarely addressed by hospitals or healthcare security professionals. However hospital emergency rooms and services are treating a growing number of human trafficking victims. Learn to recognize the warning signs and behaviors showcased in human trafficking situations. Learn multiple proactive security interventions that will support the victims of human trafficking.

Jim Sawyer has been in the security profession over 44 years. Jim is a CPP, CHPA, and a CHS-diplomate. Jim is the former president multiple times and past president of the Washington State Crime Prevention Association. Jim has taught classes nationwide on work place safety, violence prevention, gun violence prevention, and verbal de-escalation.



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## NETWORKING AND SOCIAL EVENTS

### Monday Evening – Exhibit Hall Reception 5:00 pm – 7:00 pm

Meet and greet colleagues and friends, and visit the IAHSS sponsors and exhibitors. Enjoy cocktails and hors d'oeuvres while networking with top professionals in the healthcare security and safety industry. Admission is included with full attendee, exhibitor staff registration and Monday one-day registrations.

### Tuesday Evening - IAHSS Foundation Recognition Banquet 6:00 pm – 9:00 pm

Honor fellow colleagues who have demonstrated exemplary service by joining in the event dedicated to recognizing exceptional healthcare security and safety professionals. Enjoy a one-hour cocktail reception followed by a seated dinner and awards presentation to honor excellence in healthcare security and safety. Admission is included only with a full attendee AC&E registration. Additional tickets are available for \$150 per person for exhibitors, spouses, guests or for those with a one-day registration.

## DRESS CODE

- All educational sessions: Business Casual
- Monday Exhibit Hall Reception: Business Casual
- Tuesday evening IAHSS Foundation Recognition Banquet: Formal attire, Black Tie Optional



## PRECONFERENCE SCHEDULE

### SUNDAY, MAY 3, 2020

5:00 pm – 8:00 pm      **CHPA Review Session – \$150**  
(Pre-qualification required)

*Approved CHPA candidates are encouraged to attend this voluntary review session for the CHPA exam. This session is intended for individuals who have already been preparing for the exam for several months and want to participate in one last refresher course and discussion before the test on Monday. The session may also be helpful for individuals who are starting the process of studying for the CHPA exam and plan to take the exam later in the year. The CHPA exam will be held on Monday, May 4th from 8:00 am – 11:00 am. Separate qualification and approval is required before February 28, 2020 to take the exam in Phoenix or to attend this review session.*

### MONDAY, MAY 4, 2020

7:30 am – 8:30 am      **Healthcare Emergency Management Basics for the Security Professional – \$49**

*Learn the fundamentals of Healthcare Emergency Management, led by instructor Christopher Sonne, CHEC, Senior Director of Emergency Management at HSS, Inc. Healthcare security professionals play a significant role in terms of mitigating, preparing, responding, and recovering from the emergencies that threaten the healthcare organization. This session is designed for the healthcare security manager or someone looking to transition into a healthcare security leadership role and covers the fundamentals and unique considerations of healthcare emergency management.*

8:30 am – 12:30 pm      **Basic Elements of Healthcare Security Management – \$149**

*This workshop, led by Tony W. York, CHPA, CPP, is specifically designed for the relatively new security manager, supervisor, or facilities manager who has responsibility in the security arena. This is a nuts and bolts program that includes a syllabus and extensive workbook containing a wide array of sample security policies, procedures, forms, tools, and training materials, which can be readily adapted to individual programs.*

8:00 am – 12:00 pm      **Chapter Leadership Summit**  
(Pre-qualification required)

*Qualified elected Chapter Officers and Council Chairs are invited to attend this IAHS Leadership Summit. Leaders will discuss new strategic initiatives of the association and how IAHS can provide additional support to chapters and their leaders. This summit is an opportunity to network with other Chapter Officers to share best practices and learn from each other. Chapter Officers and Council Chairs should register no later than February 28, 2020.*

8:00 am – 11:00 am      **CHPA Examination**  
(Pre-qualification required)



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## 2020 CONFERENCE & EXHIBITION SCHEDULE

### MONDAY, MAY 4, 2020

- 10:30 am – 12:00 pm **Exhibit Hall Opens**
- 12:00 pm – 1:00 pm **Lunch in the Exhibit Hall**
- 1:00 pm – 1:30 pm **Welcome & Opening Ceremonies**  
Roy Williams, III, MBA, CHPA - IAHS Board President and National Healthcare Program Manager, PalAmerican Security
- 1:30 pm – 2:30 pm ■ **The Ten Families of Risk**  
Gordon Graham, J.D. - co-founder of Lexipol  
*See page 3 for description*
- 2:30 pm – 3:00 pm **Break in the Exhibit Hall**
- 3:00 pm – 3:40 pm ■ **Workplace Violence in Healthcare: A summary of critical research findings impacting security programs over the last 15 years**  
James Blando, Ph.D. - Associate Professor, Old Dominion University

*For the last 15 years, the National Institute for Occupational Safety and Health (NIOSH) and various other organizations have funded research on the topic of workplace violence in healthcare. The author will present a summary of the multiple studies that they have been involved in over the last 15 years and what they have learned from these studies, including how community crime relates to violence in hospitals, innovative strategies employed by various security programs, and challenges with various policy issues.*

- 3:00 pm – 3:40 pm ■ **How to Make your Security Training Program Stand Out**  
J.J. Goulbourne, CHPP, CHSS - Captain / Training Coordinator, CoxHealth Dept. of Public Safety

*Implementing a security officer training program for your organization requires significant planning, budgeting, selection of both instructors and recruits, as well as knowledge of the legal aspects and a rock-solid training plan.*

- General Sessions (including Featured Sessions)
- Keynote Sessions
- Breakout Sessions

**MONDAY, MAY 4, 2020** (continued)

3:00 pm – 3:40 pm ■ **Behavioral Health Patients in 2020:  
Ensuring Patient and Employee Safety in  
Non-Behavioral Health Environments**  
Brendan Riley, MS, CHPA - Manager of Security  
and Emergency Management, Lowell General  
Hospital / Circle Health

*Expanding beyond security measures, environmental controls, and policies and procedures as the methods for managing and preventing risk; this presentation will focus on developing the safest and most effective staff mindset, as well as strategies for positive communication, collaboration amongst healthcare workers, and successful patient-centered interventions.*

3:40 pm – 4:00 pm **Break**

4:00 pm – 5:00 pm ■ **Presenting and Communicating with  
Impact and Persuading with Ease**  
Craig Valentine, MBA

*See page 2 for description*

5:00 pm – 7:00 pm **Welcome Reception in the Exhibit Hall**





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## TUESDAY, MAY 5, 2020

7:00 am – 8:00 am

**Breakfast in the Exhibit Hall**

8:00 am – 9:00 am

**Realistic De-escalation**

William J. Lewinski, Ph.D.

*See page 2 for description*

9:00 am – 9:10 am

**Break**

9:10 am – 9:50 am

**Leadership: Don't Go! Strategies for Building an Environment to Keep Your Top Performers**

Jeff Hauk, CPP, PEM, CAS, MSA - Director, Public Safety and Police Authority Services, Memorial Healthcare

*With a healthy global economy, many security and public safety departments find themselves in an unusual position: having to fight to retain talent. Security professionals with limited opportunities just a few years ago face a new world of continuous expanding options. Discuss the essentials of re-recruiting your top performers and explore methods for retention of staff such as employee engagement, professional development, career ladders, motivation, teambuilding, and succession planning.*

9:10 am – 9:50 am

**Service Animals in the Hospital Setting: The Security Connection**

Kathryn Artingstall, CHPA, CPP, BS - Regional Security Director (South), AdventHealth

Erich Barrett, CHSS, PCI, BS - Security Investigations Manager, AdventHealth

*Proactive and reactive hospital workplace violence response has extended the definition of the security team to include the K9 Unit. Deployment of a K9 unit requires educational, policy and budgeting understanding. Hospitals are also increasingly recipients of personal service, emotional support and therapy animals. Learn the variances and challenges to hospitals as animals take center stage in the world of clinical and security work.*

9:10 am – 9:50 am

**The Emerging Role of CPTED in Healthcare Security Standards**

Randy Atlas, Ph.D., FAIA, CPP -

President, Atlas Safety & Security Design Inc.

*This session highlights the new findings of the Task Force for the IAHSS Security Design Guidelines for Healthcare Facilities. The presentation focuses on the CPTED features that can greatly enhance the quality and effectiveness of security and reduce the opportunity for crime and fear in these medical environments.*

9:50 am – 10:30 am

**Break in the Exhibit Hall**

**TUESDAY, MAY 5, 2020 (continued)**

10:30 am – 11:10 am

**Body Cameras in Healthcare -  
Another Look**

Martin Williams, CPP, CHPA - Security Director,  
Northwestern Medicine West Region

Ralph Cummings, PCI, CFA - Security Director,  
Sovah Health

*This presentation re-visits Body Cameras in Healthcare; along with an updated look at legal and HIPAA concerns to educate your C-Suite. We also take a look at the steps a large hospital system took to deploy Body Cameras to their security staff and the obstacles they had to overcome.*

10:30 am – 11:10 am

**University of Utah Health Sciences and  
Clinics Security Division Transformation**

Dustin Banks - Director of Support Services,  
University of Utah Health

Glenn Smith - Hospital Security Operations  
Manager, University of Utah Department of  
Public Safety

*Over the past two years the University of Utah Health Sciences and Clinics have invested heavily in security. Over the past 3 years we have increased our staffing numbers from 36 officers to 74 employees – which includes support personnel. As the title states, we have invested heavily in system improvements and building relationships. Sharing our story of transformation will be beneficial to other organizations who are looking for assistance in culture change.*

10:30 am – 11:10 am

**Emergency Nursing Prevention,  
Intervention and Response to Workplace  
Violence**

Gordon Gillespie - Director, Emergency Nurses  
Association

*Workplace violence by patients and visitors against emergency nurses is a significant problem impacting their health, wellness, and ability to provide safe care. In an effort for emergency nurses to remain committed to care, efforts are needed to address workplace violence. Emergency nurses are ideally situated to lead or participate on interprofessional teams with security and healthcare professionals to prevent and manage incidents of workplace violence.*

11:10 am – 11:20 am

**Break**

11:20 am – 12:20 pm

**Leadership, Security and Soft Target Issues**

Dr. Jennifer L. Hesterman

*See page 4 for description*

 General Sessions (including Featured Sessions)

 Keynote Sessions

 Breakout Sessions



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## TUESDAY, MAY 5, 2020 (continued)

12:20 pm – 1:40 pm **Lunch in the Exhibit Hall**

1:40 pm – 2:20 pm **Moving From Proprietary to Contract and Back to Proprietary**  
Holly Rasche - Director Security Management, Northwest Community Healthcare

*This session would provide information on the difficulties that come with transitioning a proprietary security department to a contract security department and back to a proprietary department and how to keep your employee engaged.*

1:40 pm – 2:20 pm **Charting the Complex Course of the Behavioral Health Patient Experience**  
Myron Love, CHPA, CPP, PSP, PCI - Director, Security Services, Ann & Robert H. Lurie Children’s Hospital of Chicago  
Lisa Terry, CHPA, CPP - Vice President, Healthcare, Allied Universal Security Services

*Mental disorders are common in the US, with approximately one in five adults experiencing mental illness in a given year. The impact of this is glaring within the healthcare security arena. Unfortunately, many of us remain less than prepared to respond to the violence which seems to accompany the phenomenon.*

1:40 pm – 2:20 pm **Workplace Violence and Special Patient Populations**  
Bryan Warren, MBA, CHPA, CPO-I - President / Chief Consultant, WarSec Security

*This presentation will review root causes for verbal and physical aggression with a focus on special patient populations and their unique needs (behavioral health patients, forensic patients, home healthcare clients and long-term care residents). Information regarding relevant accreditation and standards of care, rulings regarding regulatory oversight and suggestions regarding special security considerations for caregivers working in these environments will be discussed including the impacts social media can have on behaviors and how it might be used to prepare for and respond to workplace violence.*

2:20 pm – 3:00 pm **Break in the Exhibit Hall**

2:30 pm – 2:45 pm **Passport to Prizes Drawing**

3:00 pm **Exhibit Hall Closes**

General Sessions (including Featured Sessions)

Keynote Sessions

Breakout Sessions

**TUESDAY, MAY 5, 2020 (continued)**

3:00 pm – 4:00 pm

**Australian Healthcare Security Overview**

Danielle Austin - Incident Response & Disaster Manager, St. Vincent's Hospital, Sydney, Australia

Ross Judd - Security Manager, St. Vincent's Hospital, Sydney, Australia

Joanna Griffiths - Manager, Queensland Occupational Violence Strategy Unit  
Queensland Health

Lita Olsson - Clinical Lead, Queensland Occupational Violence Strategy Unit  
Queensland Health

*Security leaders from two Australian hospitals will discuss how they are professionalizing healthcare security within Australia. One group will share how they have moved beyond the traditional reporting dashboard, and how individuals at all levels at the organization work collaboratively to support staff and improve occupational (workplace) violence prevention education and training. Another group will discuss the collaboration between Security staff and Clinical staff in managing violence and aggression within a major metropolitan hospital that has resulted in significant decreases in staff injuries.*

4:00 pm – 4:30 pm

**Impressing Your Boss: Using the IAHS Foundation's Crime Survey and Other Foundation Research to Improve Your Program**

Karim Vellani, CPP, CSC - Independent Security Consultant, Threat Analysis Group, LLC and Board Director and Research Committee Chairman, IAHS Foundation

*Streamlined, evidence-based security programs are critical in today's healthcare environment. The IAHS Foundation develops actionable research and metrics for you to refine your healthcare organization's security program. This session provides an overview of the recent research and metrics, including the IAHS Foundation's Healthcare Crime Survey, and how to utilize these in your security program.*

6:00 pm

**IAHS Foundation Recognition Reception & Banquet**





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## WEDNESDAY, MAY 6, 2020

7:30 am – 8:30 am **Breakfast**

8:30 am – 9:30 am ■ **Social Media Security and Privacy**  
Julie Clegg - Founder and CEO of Human-Intelligence Services, Inc., Founder and CEO of HRDNLabs

*See page 4 for description*

9:30 am – 9:40 am **Break**

9:40 am – 10:40 am ■ **IAHSS Annual General Meeting of Members**

*Learn about IAHSS' exciting new initiatives as well as accomplishments over the last year. Hear from IAHSS leaders regarding strategic priorities for the future.*

10:40 am – 10:50 am **Break**

10:50 am – 12:00 pm ■ **Facilitated Roundtable Discussions**

*All registered attendees will vote on the most important topics they would like to discuss with their peers and other healthcare security leaders. The top 3 topics will be used as the platform for roundtable discussions led by facilitators. Attendees choose which topic discussion to attend.*



- General Sessions (including Featured Sessions)
- Keynote Sessions
- Breakout Sessions

**WEDNESDAY, MAY 6, 2020** (continued)

12:00 pm – 1:00 pm      **Lunch**

1:00 pm – 2:00 pm      ■ **Mitigating the Impact of Civil Unrest on Hospital Operations**

Todd Miller, CPP - Regional Director of Security, SSM Health - St. Louis Region

*See page 5 for description*

2:00 pm – 3:00 pm      ■ **Human Trafficking and Hospitals**  
Jim Sawyer, CHS-Diplomate, CPP, CHPA - Director of Security Services, Seattle Children's Hospital

*See page 5 for description*



Post Conference

**Optional Jeep Tour Excursion**

*See the AC&E Website for more details at [www.iahss.org/ace](http://www.iahss.org/ace)*





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## REGISTRATION FEES & OPTIONS

### AC&E REGISTRATION OPTIONS

#### Early Bird Registration (by February 28, 2020)

IAHSS Members	\$750.00
Nonmembers	\$850.00
Exhibit Personnel	\$400.00
Monday One-Day*	\$400.00
Tuesday One-Day*	\$350.00
Wednesday One-Day*	\$350.00

#### Regular Attendee Registration (between February 29, 2020 – April 24, 2020)

IAHSS Members	\$850.00
Nonmembers	\$950.00
Exhibit Personnel	\$400.00
Monday One-Day*	\$400.00
Tuesday One-Day*	\$350.00
Wednesday One-Day*	\$350.00

#### Onsite Registration (between April 25, 2020 – May 6, 2020)

IAHSS Members	\$900.00
Nonmembers	\$1,000.00
Exhibit Personnel	\$450.00
Monday One-Day*	\$450.00
Tuesday One-Day*	\$400.00
Wednesday One-Day*	\$400.00

\* The Monday One-Day Registration includes the Monday Evening Exhibit Hall Reception. The Tuesday One-Day does **not** include the Tuesday IAHSS Foundation Recognition Banquet.

## EXHIBITORS AND SPONSORS

Find additional information at: [www.iahss.org/Sponsorprop20](http://www.iahss.org/Sponsorprop20)



**WHAT IS INCLUDED IN YOUR REGISTRATION**

	Full Attendee	Exhibit Personnel	One-Day Monday	One-Day Tuesday	One-Day Wednesday
Preconference Sessions					
Education Sessions	✓		✓	✓	✓
Breakfast	✓	✓	✓	✓	✓
Lunch	✓	✓	✓	✓	✓
Breaks	✓	✓	✓	✓	✓
Monday Reception	✓	✓	✓		
Tuesday Banquet	✓				

**CANCELLATION POLICY**

Cancellations received in writing on or prior to April 15, 2020 will receive a refund, less a \$50.00 processing fee. Cancellations received after April 15, 2020 will not receive a refund.

**All prices are in US Dollars,  
and all payments must be made in US Dollars.**



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### PRECONFERENCE PROGRAMS

<b>Sunday, May 3 (5:00pm-8:00pm)</b> CHPA Review Session (pre-qualification required)	\$150.00
<b>Monday, May 4 (7:30am – 8:30am)</b> Healthcare Emergency Management Basics	\$49.00
<b>Monday, May 4 (8:30am – 12:30pm)</b> Basic Elements of Healthcare Security Management	\$149.00
<b>Monday, May 4 (8:00am-12:00pm)</b> Chapter Leader Summit (pre-qualification required)	
<b>Monday, May 4 (8:00am – 11:00am)</b> CHPA Examination (pre-qualification required)	

### ADDITIONAL TICKETS TO SOCIAL EVENTS

Additional Tickets for Monday’s Welcome Reception in the Exhibit Hall	\$75.00
Additional Tickets for Tuesday’s IAHSS Foundation Recognition Banquet	\$150.00

### OPTIONAL DESERT JEEP TOUR EXCURSION

Discounted rates will be offered for IAHSS attendees who are interested in taking 1 or 3 hour desert Jeep tours after the closing of the conference. Bookings and payments must be made directly with the tour company and not with IAHSS.

Details can be found at [www.iahss.org/ace](http://www.iahss.org/ace)



## REGISTRATION INSTRUCTIONS

Register online at:

<http://www.iahss.org/event/2020ACE>

There are two options for payment:

- To pay by credit card, follow the online instructions
- To pay by check or purchase order, select the “bill me” option, and you will be able to print your invoice. Payment must be received at the HQ office by April 24, 2020 or you will not be issued a registration badge unless you pay onsite at the conference.

### Remit checks in US Dollars to:

IAHSS  
8420 W. Bryn Mawr Ave, Ste 1020  
Chicago, IL 60631

### IAHSS HQ contact information:

Telephone: 630-529-3913  
Fax: 630-529-4139  
Email: [nancy@iahss.org](mailto:nancy@iahss.org)

## HOTEL INFORMATION

The 2020 Annual Conference and Exhibition will be hosted by the IAHS at the Sheraton Grand at Wild Horse Pass in Phoenix, Arizona. The IAHS discounted rate (inclusive of resort fee) is \$209 USD plus taxes per night.

Rooms may be reserved at the discounted rate based on availability within the IAHS room block or until April 10, 2020 at the latest. When the room block is sold out, standard rates will apply. IAHS encourages attendees to book their rooms early.

### Sheraton Grand at Wild Horse Pass

5594 W Wild Horse Pass Road  
Phoenix, AZ 85226  
(602) 225-0100

### Book Your Reservations:

<https://book.passkey.com/e/50004231>



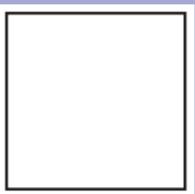


# IAHSS

*International Association for Healthcare Security & Safety*

8420 W. Bryn Mawr Ave, Suite 1020

Chicago, IL 60631



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